



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Madison Telephone Company**  
**for quarter ending September 30, 2015**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.70	3.20	3.10	3.33
B. Operator Answer Time - Information [730.510(a)(1)]	6.73	5.93	5.72	6.13
C. Repair Office Answer Time [730.510(b)(1)]	24.60	25.20	22.60	24.13
D. Business or Customer Service Answer Time [730.510(b)(1)]	15.50	18.80	20.30	18.20
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.20	0.28	0.11	0.20
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	2.38%	0.00%	0.79%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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